



Timeslot booking for loading services at Messe Essen

Dear Sir or Madam,

There is a timeslot-booking system for planning loading-services in advance at Messe Essen. Please read this letter carefully, and please also forward it to your stand builders and/or carrier services. We inform you here about the booking process and the procedure. If there are any further questions, please get in touch with us via our Slot Management Hotline, phone number: +49 (0)201 9597910. The timeslots procedure improves the efficiency of both our loading space and the loading services of our logistics partner on the fairground DB Schenker.

Who are the intended users of the traffic control and timeslot management system?

The system for timeslot management is used by anyone (exhibitor / constructors/ carriers) who is planning to book services of our official forwarder/carrier DB Schenker at the exhibition site in Essen. If you do not need any loading services, a booking of a timeslot is not necessary and possible. The functions of the system are coupled to mandatory use of this service.

What's it about?

We offer you the booking of timeslots. These timeslots are specified dates and loading areas on the fairground. For each of your vehicles to be loaded or unloaded by a forklift, you book timeslots during set-up and dismantling of the exhibition.

This loading slot is available to you during the setting up from 15th of February 2024 to 19th of February, 2024. After the event there are timeslots for picking up your goods available on 23rd and 24th of February 2024.

On February 22nd 2024 it is possible to pick up exhibition goods without booking a loading slot beforehand, but please remember to also order a forklift. Please also note the information provided in our traffic guidance.

Loading slots for early setup or extended dismantling (i.e., before the allotted setup period for the fair or after the official breakdown phases) can be arranged for you by our expedition-site carrier.

Contact: Schenker Deutschland AG, phone +49 (0)201 959791

How is this system used?

The booking service will be enabled on December 15th 2023 from 8 a.m. on. The timeslots must be booked via the logistics software AX-4. If you have already used this software, please log-in via the following website and select the E-World 2024:

<https://ax4.com/ax4/>

If you use this software for the first time, please register here:

https://www.ax4.com/ax4/control/customer_service?hash=33731_flptufonntufrof

Both links are also to be found on the E-World 2024's website.

After logging-in, you can see and reserve available timeslots. Please provide all needed information during the reservation process. Within the next days you will receive a confirmation and the booking of the timeslot is completed. You can keep track of all reserved timeslots in this software now.

E-mail notifications are generated and sent to you automatically regarding all updates in this software. These are intended to provide confirmation feedback of your particular processes and inform you, where applicable, of the next steps to be taken. A timeslot must be reserved at the latest 24 hours before it is scheduled to begin.

Booking a timeslot for the E-World 2024 is free and will release you or your driver from the mandatory deposit fee, which usually must be left when entering the fairground by vehicles.

Where and when does the driver report arrival of his registered vehicle?

Check-in takes place at parking area P9. Your driver reports to our personnel, and shows them his entrance pass, which he must bring along with him. Ideally, your driver should arrive at check-in at least 30 minutes prior to timeslot begin. This ensures that loading/unloading can begin punctually at the logistics area.

The deadline for reporting is 15 minutes after the timeslot has started. In other words, if your driver has not reported to check-in within 15 minutes after the beginning time of the loading slot, the booking is cancelled.

What happens when the driver comes too late to check-in? What happens if we did not book a timeslot but yet need a forklift for loading?

As soon as the driver has notified us of his late arrival by calling us while he is still on his way, we can cancel the slot originally booked, and assign a new loading slot to him in the system. By notifying us in good time and naming us a new arrival time as precisely as possible, we will be able to offer you a new loading slot that involves as little waiting as possible.

Arriving too late without prior notification, or even neglecting to book a slot during *Scheduling can*, on the other hand, result in longer waiting periods. We will only be able to start looking for a free loading slot after the driver has checked in at parking area P9. Note: In that case the order of a fork-lift truck is solely possible at parking area P9.

What happens when the timeslot is exceeded?

Timeslots are allotted a period, which should cover most anticipated unloading and loading times. Please make sure, in addition to arriving punctually at check-in (see above), that your trucks leave the fairgrounds as quickly as possible after loading activities have finished.

In the event delays do occur, please notify us of the situation as soon as you recognise that there will be a delay. This will enable us to smoothly coordinate any vehicles arriving after your vehicle.

Delays on and nearby the fairground

The arranged loading times are scheduled benchmarks. Delays may occur due to traffic both on and nearby the fairground's loading areas and due to unforeseeable events. The Messe Essen is not liable for any expenditures that occur due to delayed loading times.